



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ADMINISTRATIVE ASSISTANT**  
(FISCAL OPERATIONS)  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for performing routine administrative support for Virginia Department of Social Services (VDSS) benefit programs, issuing Electronic Benefit Transfer (EBT) cards and maintaining related EBT systems. Performs other routine to difficult administrative support and related functions as necessary. Reports to an Accountant II.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the level of experience of the employee.

## **ESSENTIAL JOB FUNCTIONS**

Performs administrative support work such as word processing, data entry and retrieval; creates and reviews forms, data and other information to ensure accuracy and conformance to established procedures and policies; generates and maintains reports, and spreadsheets.

Researches, verifies and updates customer EBT records, cards, account status information and findings; issues EBT vault cards and assists with Personal Identification Number (PIN) selections and changes. Assists customers and stakeholders with questions and researches and resolves EBT discrepancies and issues.

Assists in the preparation of various monthly statistical EBT reports; maintains EBT issuance spreadsheets and logs and assists in the preparation and reconciliation of monthly reports for inventory and asset security/audit compliance purposes. Creates and maintains filing and record management systems; prepares and mails correspondence; distributes mail; answers phones and attends required meetings and mandated trainings as required.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Office Administration – Knowledge of office systems, practices, procedures and administration.
- Technology – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

## **REQUIRED ABILITIES**

- Judgment/Decision Making – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Communication -Excellent ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## **EDUCATION AND EXPERIENCE**

**Administrative Assistant I** - Requires a High School Diploma and 1 -2 years of related experience or any equivalent combination of education and experience.

**Administrative Assistant II** - Requires a High School Diploma and 3-4 years of related experience or any equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check. Requires a valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.

- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.